



Companies and Intellectual  
Property Commission  
a member of the dti group

## NOTICE TO CUSTOMERS

### BACKLOGS ON COR39 ESERVICES

You might have all observed the significant developments regarding the new website and new processes via the e-Services. We have experienced efficiencies with regards to the time it takes to process an application as well as processing application without anyone jumping the queue.

Having said the above, we are currently having backlogs due to the following reason, huge influx of applications received on a daily basis culminating from the old password system, which were not yet attended to.

With the speed at which our system processes applications within a short space of time, customer expectations cannot be met with relative ease, however we are facing a challenge of duplicate applications wherein applicants submit the same application more than once. Based on the design of the system to work according to date (FIFO), we then spend unnecessary time on duplications which cannot be discarded unless comprehensively examined.

We beseech you customers, to refrain from submitting duplications in order to avoid clogging the system with duplicates and retarding the progress, in the event of following up an application please make use of our "enquiries services" available on the website.

We have a backlog of 10 days, with your support we can eradicate it in a space of two weeks.

Sincerely

**Mrs. Astrid Ludin**

**Commissioner: CIPC**

**22. October 2014**